

CONSUMER PRODUCT INCIDENT REPORT

18 NOV 1988

P52

1. Name of Respondent Richard Williams	2. Telephone No. (Home) 803-752-5795	(Work) none
---	---	----------------

3. Street Address Highway 501 PO Box 594	4. City, State, Zip Code Marion, S.C. 29571
---	--

5. Give details of accident, injury, or illness. Describe how incident occurred. (Use reverse side if necessary.)

Consumer's wife put aluminum foil in glass baking dish; 8" by 11 1/2" by 2" deep, with no lid, set oven at 375°, put fish in dish, and baked for 35 minutes. When she took the dish out of oven and placed on stove top, dish shattered, sending pieces, ranging in size from 3/4" to slivers, into air, landing on floor within a 6' foot radius of stove.

7/12/88 consumer wrote manufacturer (person's name unknown) about the incident, seeking compensation.

7/21/88 Jasper Nance of Traveler's Insurance Company (mfr.'s insurance co.) called consumer and said they could not provide any compensation to consumer, but would like to pick up the shattered dish pieces for inspection. Consumer said no, unless mfr. recalled the product because he feels it is dangerous.

Consumer wants the product recalled and to be compensated for the broken dish.

6. If injury or illness: Victim's Name _____ Relationship _____

Age _____ Sex _____ Date 7/1/88 Type Injury none

Body Part Involved _____ Treatment _____

7. Description of Product Glass Baking Dish	purchased: 6/26/88 8. Was the product: Damaged before incident? Yes ___ No <u>X</u> Repaired before incident? Yes ___ No <u>X</u> Repaired after incident? Yes ___ No <u>X</u>
--	--

9. Brand Name Anchor Hocking	10. Identifying Numbers, Letters, etc. Model #M10311
---------------------------------	---

11. Manufacturer's Name and Address Anchor Hocking Corporation Lancaster, OH 43132 (street address unknown)	12. Dealer's Name and Address Wal-Mart Corp. Dillon, S.C. (street address and zip unknown)
--	---

13. How product acquired? Purchased New <u>X</u> Second Hand ___ Other ___	14. Age of Product one week
---	--------------------------------

15. Is product available for inspection? Yes <u>X</u> No ___ Other ___	16. Does product have warning labels or instructions? Yes <u>X</u> No ___ Are they available? thrown out Yes ___ No <u>X</u>
--	---

17. Have you contacted the manufacturer? Yes <u>X</u> No ___ If not, do you plan to contact them? Yes ___ No ___	18. Do you object to the use of your name? Yes ___ No <u>X</u>
---	--

FOR ADMINISTRATIVE USE ONLY

19. Receiving Office HL	20. Date Received 9/9/88	21. Received by PEM	22. Reporting Office
----------------------------	-----------------------------	------------------------	----------------------

23. Source of Report Letter ___ Phone <u>X</u> Visit ___ Other ___	24. Document No. H890037A
---	------------------------------

25. Follow-Up Action See <u>CSB 0006</u> 7/27/88 No Comments attached Excisions/Revisions Firm has not requested further notice	26. Product Code(s) A. 0461 B. _____
---	--

28. Distribution	29. Endorser's Name/Title <u>PEM</u>
------------------	---

C8B0006

Anchor Hocking Corporation
Consumer Affairs Dept.
Lancaster, Ohio 43132

July 12, 1988

Re. Defect on Anchor Ovenware MIO3II
8x11.5x2, two Quart oven and microwave safe
smoked oven glass

Dear Sirs

On Friday July I my wife decided to fix my favorite dish for supper and she carefully prepared it and laid it out in her new Anchor Dish in a piece of tinfoil. My wife has used this same procedure for twenty seven years and we know it works and makes a good meal. She set the oven on bake at 375. degrees and it cooked perfectly.

Everything went fine untill she removed the dish from the oven and tried to set it on top of the stove to cool slightly, at that time the dish exploded in many, many different pieces. The end result I will not mention at this time but I have saved the fragments and one piece still has your identifying label or hallmark on it. To say it made a mess is putting it mild plus the fact that it slung hot juices and glass all over the cooking area.

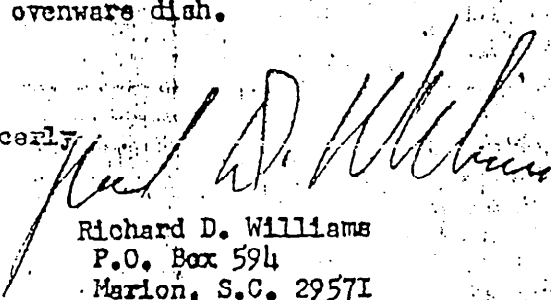
My wife has a heart condition and has been treated most recently for high blood pressure and irregular heartbeat by a local cardiologist and this whole experience has been a traumatic explosion for her.

Firstly I respectfully request that your company recall all of this product line to protect the average housewife from being blinded by an explosion such as this.

Secondly I would hope that you folks would make some kind of monetary settlement with my wife. My wife's name is Christine Y. Williams. Sir we have not considered an attorney at this time the main thing we are anxious to do is protect others from an explosion like we had.

Please call long distance 803 752 5795 or reply to this letter and advise us as to what you can do in response to this accident, which I am sure a laboratory can check the fragments and determine a defective ovenware dish.

Very Sincerely,


Richard D. Williams
P.O. Box 594
Marion, S.C. 29571

EPDS

NOV 3 1988